



**Department of Administration**

**Agency Information Technology Performance Report  
2017 Biennial Report**

**Please complete this report by close of business October 25, 2016.**

**Please upload your final Performance Report and all applicable spreadsheets to your individual Agency folder in the Biennial Reporting SharePoint Site found at:**

[https://ent-sp1.mt.gov/sites/bienrpt/\\_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx).

MCA [2-17-521\(4\)](#) requires the Department of Administration to prepare a biennial report on Information Technology (IT) based on the Agency IT Plans and Performance Reports required under MCA [2-17-524](#).

This performance report evaluates progress made towards the objectives articulated in your 2014 Agency IT Plan, which can be found at:

[https://ent-sp1.mt.gov/sites/bienrpt/\\_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx).

Please answer each section below based on your 2014 Agency IT Plan (*add lines to the tables as needed*).

**Section 1:** An evaluation of the Agency's performance relating to IT (MCA [2-17-524\(3\)\(a\)](#)).

- Referencing the goals and objectives noted in Section 10 of your 2014 Agency IT plan, please fill in the table below with the information for each goal and objective.
  - 2014 Agency IT plans can be found in your Agency folder located at [https://ent-sp1.mt.gov/sites/bienrpt/\\_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx).
- Please provide an update on the efforts to implement your Agency 2014 IT goals and objectives. Your update may include how a goal/objective has advanced the Agency mission.

GOAL	OBJECTIVES	UPDATE
Efficient and effective IT Services	<ul style="list-style-type: none"><li>• Institute formal processes to assess new technologies for cost-effectiveness</li><li>• Implement shared IT Services in an enterprise environment</li><li>• Use cloud, open source, and COTS systems to improve the IT effectiveness and efficiency</li></ul>	<ul style="list-style-type: none"><li>• DOA led State Enterprise work group to find mass communication solution.</li><li>• DOA Implemented the following enterprise systems to be shared with the enterprise<ul style="list-style-type: none"><li>○ eMACS (Enterprise Acquisition and Contract Management solution)</li><li>○ SOMRS (Talent Recruitment)</li><li>○ Montana Policy Management</li></ul></li><li>• Standardized on common case management software solution (Microsoft CRM)<ul style="list-style-type: none"><li>○ HCB D</li><li>○ LGS</li></ul></li></ul>
Deliver IT economies of scale	<ul style="list-style-type: none"><li>• Evaluate the overall awareness of IT Services and solutions within the agency IT community</li></ul>	<ul style="list-style-type: none"><li>• DOA partners with our own State Information Technology Services Division for personal services and standardizes all new technology on Enterprise Services</li></ul>

**Section 2:** An assessment of progress made toward implementing the Agency IT Plan (MCA [2-17-524\(3\)\(b\)](#)).

- Please detail progress made toward completing IT projects identified under section 11 of your 2014 Agency IT Plan.
  - Your Agency plan can be found in your Agency folder located at <https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.
- Please include project cost, schedule and completion information.

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	<b>Data Protection</b>	
Agency / Division	SITSD	
Project / Program purpose and objectives	Mitigate security gaps in the State IT systems; promote education and staff awareness; enhancement/implementation of network access control and compartmentalization; enhance server infrastructure protection; increase physical security of network devices; improve data Loss prevention; improved disaster recovery services	
Estimated start date	May 2014	
Estimated cost	\$5,607,500	800,000
Funding source – 1	HB10	HB10
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$832,500	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Implementation of the Enterprise Security Program and Web Application Firewall Services for all State web applications.  25% complete	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	<b>Data Center Infrastructure Management</b>	
Agency / Division	SITSD	
Project / Program purpose and objectives	DCIM is considered best practice for Data Centers and can help enforce standard processes for operating the data center. These processes can reduce operator errors. DCIM also provides operational data, including environmental data (temperature, humidity, and airflow), power data (at the device, rack, zone and overall data center) and cooling information. This information can be used to do predictive analytics of the availability of resources (power availability, cooling capacity, where to place equipment). DCIM is an invaluable tool for data centers to be able to provide reliable environmental and power controls.	
Estimated start date	July 2015	
Estimated cost	\$400,000	
Funding source – 1	HB10	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$100,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Waiting for budget/funding to begin the project.	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
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Project Name	<b>Internet Bandwidth and Security Upgrades</b>	
Agency / Division	SITSD	
Project / Program purpose and objectives	Increase the state's internet bandwidth equipment to accommodate agency requirements and applications that will exceed the State's current maximum ability to support higher speeds in excess of 1Gb.	
Estimated start date	July 2015	
Estimated cost	\$4,065,398	\$1,055,277.85
Funding source – 1	HB10	HB10
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$1,000,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	50% complete - Upgraded external firewalls and external switches in both datacenters. To do: Upgrade internet pipes and routers in both datacenters to full 10 Gb	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	<b>Network Equipment Upgrades</b>	
Agency / Division	SITSD	
Project / Program purpose and objectives	Purchase and install network CORE and aggregation equipment, monitoring and security equipment and software, Voice over IP (VoIP) network equipment, and voice PBX equipment and software upgrades - for existing equipment that is either End of Life / End of Support – or – requires upgrades / replacement to support additional security, network bandwidth growth, and new services / applications that are being implemented.	
Estimated start date	July 2015	
Estimated cost	\$5,894,260	\$1,885,630.12
Funding source – 1	HB10	HB10
Funding source – 2		Rate Recovery
Funding source – 3		
Annual costs upon completion	\$1,000,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	25% Complete: <ul style="list-style-type: none"> <li>• 295 EOL/EOS network devices have been swapped.</li> <li>• SummitNet 3 routers upgraded</li> <li>• 25% of our FlexVPN routers upgraded</li> <li>• Dial Plan VoIP study complete.</li> <li>• TAP infrastructure for network monitoring</li> </ul> To do: <ul style="list-style-type: none"> <li>• 78 EOL/EOS network devices at 43 sites.</li> <li>• Campus PoE switch upgrades (will be funded through voice rate)</li> <li>• Remote site PoE switch upgrades</li> <li>• Finish FlexVPN upgrades</li> </ul>	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	<b>Remote Site Fiber Upgrades</b>	

Agency / Division	SITSD	
Project / Program purpose and objectives	Upgrade the telecommunications facilities at four sites to support their current and near term application needs. Montana State Hospital in Warm Springs, Montana Development Center / Riverside Youth Correctional Facility in Boulder, DNRC Area Office in Libby, and the Montana State Auditor's Office in Helena.	
Estimated start date	July 2015	
Estimated cost	\$781,000	
Funding source – 1	HB10	DPHHS \$332,500.00
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$250,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	50% complete. <ul style="list-style-type: none"> <li>• Warm Springs</li> <li>• Boulder MDC/Riverside</li> </ul> To do: <ul style="list-style-type: none"> <li>• DNRC Area Office, Libby Additional funding needed for fiber build as HB 10 request was not funded</li> <li>• Montana State Auditor's Office, Helena Additional funding needed for fiber build as HB 10 request was not funded</li> </ul>	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	<b>Tower Enclosures for the SMDC and MCDC</b>	
Agency / Division	SITSD	
Project / Program purpose and objectives	The project purpose is to construct two buildings to protect the cooling towers at both data centers from the elements. When the data centers were constructed the cooling towers were not enclosed as a cost saving measure. For several years the pipes and sensors have been exposed. Heat tape and insulation have been used to try and mitigate the effects of the weather. Neither data center has experienced an outage due to the weather's impact on the towers, but an outage is only a matter of time. Significant efforts, resulting in increased electrical costs, staff resources, contractor resources, and patches, have been necessary to resolve issues with the cooling towers at both data centers. The cooling towers are critical systems for the continued reliable operation of the State's data centers. Continuous exposure to the elements has brought about system failures that we were able to address, but continue to pose risk. We have added heat tape to try and keep pipes from freezing, re-insulated pipes, and repaired corrosion of sensors caused by water collecting on the sensors.	
Estimated start date	July 2015	
Estimated cost	\$400,000	
Funding source – 1	HB10	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$50,000	

Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Project was cancelled. SITSD and GSD had discussion on how to proceed with the Data Center Cooling Towers. They are designed to be located outside in the elements and steps have been taken to ensure reliability and reduce risk of failure/freezing.
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ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	<b>VoIP PBX Statewide Disaster Recovery</b>	
Agency / Division	SITSD	
Project / Program purpose and objectives	Install a redundant/failover PBX in the SMDC to provide disaster recovery for the state's primary PBX located in the Mitchell Building. The State currently has the largest primary PBX for voice calls, voice messaging, and voice response systems supporting many State Agencies which is located at the Mitchell Building. If the Mitchell Building is destroyed, or incapacitated, many of these applications and support services would be impacted. This Appropriation Request is for a first phase to purchase a failover PBX and services to support continuity of service and security for State workload and requests. This will also include installing (Session Initiation Protocol) SIP trunks between the existing PBX and new PBX to enhance SITSD's disaster recovery plan. This failover PBX would be installed at an off-site location to enhance disaster recovery and the primary site currently under review is the States' secure Data Center in Helena. In addition to these cost there will also be the installation with the telecommunication vendors for alternate redundant trunking for the PBX.	
Estimated start date	July 2015	
Estimated cost	\$2,100,000	
Funding source – 1	HB10	Rate Recovery \$33,390.12
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$500,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	10% complete. <ul style="list-style-type: none"> <li>Added additional DSP resources on the Mitchell PBX for SIP migration.</li> <li>Purchased IP phones</li> </ul> To Do: <ul style="list-style-type: none"> <li>Stand up Avaya Red core Dec. 2016 and begin phased migration to a single PBX as funds become available.</li> </ul>	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	<b>Enterprise Services (fixed cost)</b>	
Agency / Division	SITSD	
Project / Program purpose and objectives	The Enterprise Services consists of expenditures that SITSD is mandated by statute to perform or services that for the overall good of the state. These items have been removed from overhead throughout SITSD other services rates and are included as a fixed rate that are allocated to all state agencies by their number of normal user active directory accounts averaged for FY14. The purpose of this EPP is to	

	request funding for the net increase \$2,182,316 each year of the 2017 biennium.	
Estimated start date	July 2015	
Estimated cost	\$4,364,632	
Funding source – 1	HB10	Rate Recovery
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$0	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	No HB10 funding approved. Rate Recovery.	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	<b>SITSD/NTSB Budget increase for Rate Base Services</b>	
Agency / Division	SITSD	
Project / Program purpose and objectives	During the timeframe from FY14/15 to FY16/17, many initiatives and security enhancements have been either added to the Summitnet network or need to be upgraded / added in support of the services provided to agencies, universities, and counties. These upgrades and network changes will support all Summitnet network users. Many of these changes will add costs to the overall network. These charges will be proportionally billed to the agencies, universities, and counties which will increase their rates for specific catalog services.	
Estimated start date	July 2015	
Estimated cost	\$4,590,628	
Funding source – 1	HB10	Rate Recovery
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$241,342	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	No HB10 funding approved. Rate Recovery.	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	DOA Policy Management System	
Agency / Division	All	
Project / Program purpose and objectives	This project is the effort to use the Statewide MOM Policy Management System for internal DOA policies, procedures and other documents. Currently, documents are dispersed across different sources and with limited version control. The system would put those documents in a single location and have workflow for document creation and establish version control, helping to eliminate incorrect and outdated information from being published or used. This effort would utilize the existing contract and system admin resource as the MOM system. Divisions also expect to use the compliance functionality of the system, which will certify and record that documents have been read. This use will serve as a pilot of the compliance functionality in the MOM system.	
Estimated start date	6/1/2013	

Estimated cost	\$30,000 per year	
Funding source – 1		
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$30,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	<ul style="list-style-type: none"> <li>• Project Complete as of 10.01.2013</li> <li>• Total Project Cost: \$24,367.00</li> </ul>	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	BOLD Enhancements and Improvements	
Agency / Division	Banking and Financial Institutions	
Project / Program purpose and objectives	Provide technical improvements and enhancements to the BOLD system and enable operational and business process improvements and efficiencies.	
Estimated start date	1/01/2013	
Estimated cost	\$525,000	
Funding source – 1	State Special Revenue Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$100,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	The Division tested the upgrade from eLicense 7.1 to eLicense 7.2. During the testing process it was determined that the enhancements were not sufficient to justify the upgrade. A decision was made to wait for the next version of eLicense 8.2 and proceed with testing and possible upgrade during fiscal year 2017. No funds were expended during this process and the upgrade to version 8.1 is not expected to incur any costs.	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Enterprise eProcurement Solution	
Agency / Division	General Services Division	
Project / Program purpose and objectives	SPB intends to purchase an enterprise SAAS eProcurement system to replace the current sourcing and contract database systems used by the State with a comprehensive, fully automated SAAS eProcurement system.	
Estimated start date	7/1/2014	
Estimated cost	\$500,000	
Funding source – 1	Procurement 02211 account	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$250,000	



Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	<ul style="list-style-type: none"> <li>Project will be marked as 100% complete pending a post implementation report as of 9.01.2016.</li> <li>Total Project Cost: \$1,303,938</li> </ul>
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ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Capital Complex Direct Digital Controls for HVAC	
Agency / Division	General Services Division	
Project / Program purpose and objectives	GSD plans to inspect, upgrade and automate its digital controls for HVAC systems on the capitol complex. The project objectives include a security assessment, securing backups, management tracking and alerts, and moving to a stable technology base that is supported.	
Estimated start date	7/1/2015	
Estimated cost	TBD after the assessment	
Funding source – 1	Procurement 02211 account	
Funding source – 2		
Funding source – 3		
Annual costs upon completion		
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Project was not funded in House Bill 10	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Claims System Rewrite Project	
Agency / Division	Risk Management and Tort Defense	
Project / Program purpose and objectives	This project will update the underlying technology infrastructure of the claims system to modern technology and standards. This project will also help RMTD to more effectively manage and track the expenses that are associated with claims and lawsuits. RMTD will conduct a comprehensive business process analysis to identify potential improvements to the automation, storage, and retrieval of electronic data in the system.	
Estimated start date	10/1/2013	
Estimated cost	\$949,000	
Funding source – 1	06532	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$170,000	

Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	<ul style="list-style-type: none"> <li>• Project 79.27% complete as of 6.30.2016</li> <li>• Total Project Spend: \$752,337.75</li> </ul>
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ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Case Management System	
Agency / Division	Risk Management and Tort Defense	
Project / Program purpose and objectives	The Tort Defense Unit will consider implementing a case management system. Most lawyers and law firms use case management systems to coordinate scheduling, docketing and document management to improve accuracy and efficiency in the handling of cases. Further analysis is needed to determine requirements, interfaces with other systems and identify other case management systems already in use at the State that can be leveraged.	
Estimated start date		
Estimated cost		
Funding source – 1		
Funding source – 2		
Funding source – 3		
Annual costs upon completion		
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Project was not funded	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Audit Review and Tracking System (ARTS) Project	
Agency / Division	State Financial Services Division	
Project / Program purpose and objectives	This project is being undertaken to update an existing system that has reached end of life and has become a risk to the Local Government Services Bureau's operations. This project will result in a new system that supports electronic financial report submission by local governments and improved transparency to citizens and stakeholders. The new system will automate business process workflows with more efforts concentrated on capturing and reporting data for public use. This new system will enable the Local Government Services Bureau to strengthen their role in assisting local governments with financial accountability and transparency and facilitating local government compliance with the Montana Single Audit Act. The new system will more efficiently and effectively track and manage local government	

	financial information, which include annual financial reports, audits, and budgets.	
Estimated start date	7/1/2014	
Estimated cost	\$280,000	
Funding source – 1	Proprietary	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$50,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	<ul style="list-style-type: none"> <li>• Project 100% Complete as of 6.01.2016</li> <li>• Total Project Cost: \$330,996</li> </ul>	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	MBARS Upgrade Project	
Agency / Division	State Financial Services Division	
Project / Program purpose and objectives	This project upgrades the statewide budgeting system to mitigate technology support concerns and provide new functionality. The SABHRS Finance and Budget Bureau is managing the upgrade project on behalf of the Governor's Office of Budget and Program Planning (OBPP) and the Legislative Fiscal Division (LFD).	
Estimated start date	1/1/2013	
Estimated cost	\$1,222,500	
Funding source – 1	Proprietary	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$125,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	<ul style="list-style-type: none"> <li>• Project 100% complete by 09.01.2016</li> <li>• Total Project Cost: \$1,755,565</li> </ul>	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Statewide Recruitment & Selection System (Taleo/SOMRS)	
Agency / Division	State Human Resources	
Project / Program purpose and objectives	This project will implement a new recruitment and selection system and enable best-practices in recruiting and selecting new employees. It will also enable better tracking and reporting of recruitment and selection activities for agencies and the enterprise.	
Estimated start date	4/1/2014	
Estimated cost	FY2014 - \$550,000	
Funding source – 1	FY14 DPHHS - \$225,000 (general fund)	
Funding source – 2	FY14 HRIS - \$325,000 (proprietary/ internal service fund)	

Funding source – 3		
Annual costs upon completion	\$200,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	<ul style="list-style-type: none"> <li>• Project 100% complete as of 1.31.2015</li> <li>• Total Project Cost: \$910,000</li> </ul>	

**Section 3:** An inventory of agency information services, equipment and proprietary software (MCA [2-17-524\(3\)\(c\)](#)).

To collect data on “information services” and “proprietary software”, we are leveraging LDRPS (L10). Our goal is to utilize and maintain LDRPS as the authoritative source for this information.

- Please verify the information in the LDRPS Spreadsheet, making any necessary updates or additions.
- Please email your updated spreadsheet to Dawn Pizzini, subject matter expert, at [dpizzini@mt.gov](mailto:dpizzini@mt.gov).
  - The LDRPS spreadsheet can be found in your Agency folder located at [https://ent-sp1.mt.gov/sites/bienrpt/\\_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx).
  - We will pull a final LDRPS Spreadsheet for submission as part of the Biennial Report based on your Agency’s input.

For “equipment”, we are utilizing the standard Agency Inventory Template Spreadsheet we have used for past biennial reporting and that we are currently using to gather information for the IT Convergence project. The spreadsheet can be found in your Agency folder located at [https://ent-sp1.mt.gov/sites/bienrpt/\\_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx).

- If you **have** already provided your inventory for the IT Convergence project, please fill out the last tab labeled **DEVICES**.
  - Please review the entire workbook for accuracy and make any necessary changes.
- If you **have not** provided this inventory, please fill out the entire workbook.

Questions can be directed to:

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***Please complete this report by close of business **October 25, 2016**.***

***Please upload your final Performance Report and all applicable spreadsheets to your individual Agency folder in the Biennial Reporting SharePoint Site found at:***

***[https://ent-sp1.mt.gov/sites/bienrpt/\\_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx)***